

YOUR life



YOUR work



YOUR best



Confidential Counseling on Personal Issues

Your EAP is a confidential counseling service to help address the personal issues you are facing. This service, staffed by experienced clinicians, is available by calling a toll-free phone line available 24 hours a day, seven days a week. A Guidance Consultant will refer you to a local consultant or to resources in your community. Call any time with personal concerns, including:

- > Relationships
- > Problems with your children
- > Substance abuse
- > Stress, anxiety or depression
- > Job pressures
- > Marital conflicts
- > Grief and loss
- > Empty-nesting

Mental Health and Substance Benefits

Getting the most from your mental health and chemical dependency benefits is another reason to call GuidanceResources. A Guidance Consultant will listen to your concerns, check your eligibility, explain the program benefits and obtain a referral for you to talk to a consultant located in your area. During the appointment, the consultant will discuss your situation and help you develop an action plan. The plan may include continued counseling through the EAP, or additional/specialized behavioral health care. For needs outside the EAP, expert clinicians will manage your care reimbursed through the benefit plan. Using providers whose care is managed with GuidanceResources will qualify you for the highest level of coverage through your plan. Call with issues concerning:

- > Relationship issues
- > Marital and family conflicts
- > Physical or emotional abuse
- > Drug and alcohol abuse
- > Eating disorders
- > Major life changes
- > Career transition
- > Depression

Legal Information, Resources and Consultation

When a legal issue arises, our attorneys are available to provide confidential support with practical, understandable information and assistance. If you require representation, you can also be referred to a qualified attorney in your area for a free 30-minute consultation with a 25% reduction in customary legal fees thereafter. Call any time with legal issues including:

- > Divorce and family law
- > Debt obligations
- > Landlord and tenant issues
- > Real estate transactions
- > Bankruptcy
- > Criminal actions
- > Civil lawsuits
- > Contracts

Financial Information, Resources and Tools

Financial issues can arise at any time, from dealing with debt to saving for college. Our financial professionals are here to discuss your concerns and provide you with the tools and information you need to address your finances, including:

- > Getting out of debt
- > Retirement planning
- > Credit card or loan problems
- > Saving for college
- > Tax questions
- > Estate planning

Information, Referrals and Resources for Work-life Needs

Whether you are a new parent, a caregiver for an elder, sending a child off to college, buying a car or doing home repairs, you're bound to have questions or need resource referrals. Our work-life specialists will help you sort out the issues and provide you with information based on your specific criteria. You'll receive a personalized reference package containing helpful resources and literature, covering areas such as:

- > Finding child or elder care
- > Planning for college
- > Relocating to a new city
- > Entertaining family and friends
- > Finding pet care
- > Purchasing a car
- > Home repair

Online Information, Tools and Services

GuidanceResources[™] Online is your one stop for expert information to assist you with the issues that matter to you, from personal or family concerns to legal and financial concerns. Each time you return, you will receive personalized, relevant information based on your individual life needs. You can:

- > Review in-depth HelpSheetsSM on your topics
- > Get answers to specific questions
- > Search for services and referrals
- > Use helpful planning tools
- > Order pre-screened reference books

Talk to a Qualified Nurse About Health Concerns

Our team of registered nurses is available around the clock to answer commonly asked questions and to provide general information regarding medical conditions, wellness activities, treatment alternatives and side effects. Call any time with health concerns, including:

- > Preventing illness
- > Learning about diet and exercise
- > Knowing the side effects of prescription drugs
- > Understanding surgical procedures

Expatriate Support Throughout Your Assignment

Our GlobalConnect program integrates counseling (EAP) with work-life services to provide employees and their families with a benefit package to address personal day-to-day issues that can affect their personal lives and workplace productivity. GlobalConnect supports employees and their families on a broad range of issues including:

- > Helping you adjust to a new culture
- > Networking with other expatriates
- > Spousal career interruption

Online: guidanceresources.com